

## CIT Customer Service Report for the Telecommunications Branch



For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM

Snapshot Date: 11/1/2007 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
10 Digit Dialing	1	0	0	0	0	0	1	0	0	0	0
Circuits	2	0	0	0	0	0	0	0	0	2	6
Conferencing	8	0	0	1	0	0	1	2	0	6	10
Coverage	1	0	0	0	0	0	0	1	0	0	19
DELPRO	10	0	0	324	0	0	240	5	0	89	0
General Info	40	0	0	3	2	0	5	21	0	15	6
New Request/Termination	7	0	0	0	0	0	4	1	0	2	2
NIH Directory	1	0	0	2	0	0	0	1	0	2	3
Operator Services	1	0	0	0	1	0	0	0	0	0	0
Phones/Accessories	36	0	0	115	0	0	26	13	0	112	1
Repair	9	0	0	0	0	0	2	1	0	6	8
Repairs	46	0	0	395	0	0	84	22	0	335	1
Residential Services	1	0	0	0	0	0	0	0	0	1	10
Training	3	0	0	0	0	0	0	0	0	3	6
TSR	63	0	0	636	0	0	230	50	0	419	1
Voice Mail	51	0	0	0	0	0	0	44	0	7	7
Web Work	0	0	0	1	0	0	0	0	0	1	0

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Grand Total:	280	0	0	1477	3	0	593	161	0	1000	1
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Total Tickets Closed: 1161

Total Tickets Assigned/Pending/Checked Out: 596

Total Tickets Created: 1757